



# The Pay Check

## Defense Finance and Accounting Service

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## DFAS Welcomes DOE Civilians to its Payroll System

The Defense Finance and Accounting Service takes great pride in welcoming Department of Energy employees to DFAS payroll services. Our Civilian Payroll Office in Charleston, S. C., issued the paychecks you received Oct. 2. Your biweekly Leave and Earnings Statements were available on myPay, our Web-based employee self-service system, Monday, Sept. 29. You should have been able to access myPay through options on your current self-service system.

DOE now has employees trained as payroll customer service representatives. Please direct questions to your timekeeper, who will contact DOE's payroll customer service representatives. This contact information is provided on your first LES.

These CSRs are ready to help you and your timekeeper if you have any problems with your pay or timekeeping. Please rest assured that your payroll is in good hands!

Our three DFAS payroll offices service almost 700,000 civilian employees throughout the Department of Defense and the Executive Office of the President. We were selected as one of four federal payroll providers to service the entire executive branch of the federal government, as part of the President's Management Agenda e-Payroll initiative, because of our long history of providing excellent payroll services. We are thrilled to have you as our newest customer!

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## **DFAS myPay Customers Cautioned Against Look-Alike Sites**

The two million military and civilian users of myPay are being cautioned to use only the official myPay site (<https://mypay.dfas.mil>) when seeking to access pay account information.

“Personal information is valuable and should be safeguarded,” said Claudia L. Bogard, director of Corporate Communications for the Defense Finance and Accounting Service. “Don’t provide your personal information to any Web site unless you know it can be trusted.”

Look-alike sites have recently frustrated myPay customers who have been confused by accidentally finding their way to a commercial site that is in no way affiliated with DFAS or the Department of Defense.

DFAS’ myPay is a secure, DFAS-operated Web site that lets active duty, National Guard and Reserve military members, civilian employees, and military retirees and annuitants take charge of their pay accounts online. The DFAS myPay Web site is found at <https://mypay.dfas.mil>.

## **Personnel/Payroll Relationship: Who’s Driving the Train?**

Have you ever wondered how the pay system knows what you should be paid and what type deductions will be taken? The answers start at your personnel office.

The Defense Civilian Pay System and the Defense Civilian Personnel Data System maintained by your civilian personnel office have an automated interface that relays information between the two systems on a daily basis. As your personnel office updates information in DCPDS, it generates a transaction that is systematically transferred to the DCPS payroll office. This interface file updates various elements in your record that tells the pay system what your salary, entitlements and allowances should be, what health and life insurance you may be carrying, and how much you would like deducted from your check for the

Thrift Savings Plan. In addition to these, there are numerous other bits of pay, leave and deduction related information passed on the file. This same interface file will let DCPS know when an award is to be paid, when you are being placed on Military Furlough or Leave Without Pay, and when any other action occurs that affects your pay every two weeks. Every time you receive a SF-50 Notification of Personnel Action, the same information was transmitted to DCPS through the interface.

If you are experiencing any type of pay issues that are related to a personnel action, you should first contact your servicing personnel office. If the action requires modification, a correction will be accomplished and provided to the payroll system via the interface. The payroll system will accomplish the appropriate retroactive adjustments after the corrective action is applied.

## Resolving a Pay Problem

What happens when you get your Leave and Earnings Statement and you don't think your pay is correct? What should you do?

First, compare your current leave and earnings statement with your previous one. Note where the differences are, read the comments at the bottom concerning actions that may have occurred, and be sure there really is a problem.

If you determine that there is indeed a discrepancy, the next thing you should do is contact your activity's customer service representative. Your activity may call them payroll clerks, payroll liaisons or timekeepers. If you don't know who your CSR is, ask your timekeeper.

Your CSR can access the payroll system and will probably be able to resolve the problem then and there. However, if an error has been made that needs to be corrected at the DFAS Payroll Office, your CSR will submit an action request to the payroll office. The DFAS Payroll Office will research and resolve the problem and respond back to the CSR with the results.

Just a reminder: Many actions can now be input, changed and viewed by the employee on the Web through myPay at <https://mypay.dfas.mil/>. Be sure to take full advantage of this convenient service for allotments, direct deposits, address changes, savings bonds, federal and state taxes, and viewing and printing of LES and W-2 statements.

## Guide for New DCPS Users

Effective Sept. 15, 2003, the Guide for New Defense Civilian Payroll System Users is available to all DFAS customers.

Upon receiving a properly completed DCPS User Security Access Questionnaire, the appropriate payroll office will forward two e-mails to the requesting new user. The first e-mail will contain the DCPS User ID. The second e-mail will contain the DCPS temporary password and the Guide for New DCPS Users.

This guide is not intended to replace any directives currently on <https://dfas4dod.dfas.mil/systems/dcps>, but is designed as a 20-page beginners guide to performing functions normally associated with a customer service representative or timekeeper position.

This guide will lead a new DCPS user through the following tasks: logging onto the payroll system for the first time, changing passwords,



Civilian Pay Imaging Team

downloading DFAS' computer-based training, payroll office points of contact, reporting problems via the Remedy Trouble Ticket Tracking System and forwarding documents to the payroll office using the imaging fax gateway.

This guide can be accessed by all current DCPS users from the payroll office page on the CSR Web site.

## **Split Disbursement to Travel Card Vendor Becomes a Default for Department of Defense Civilian Travelers**

Department of Defense civilian employees who travel on temporary duty and use the government travel card are encouraged to use split disbursement to the maximum extent possible.

While union negotiations take place to make split disbursement a mandatory requirement, the Under Secretary of Defense (Comptroller) directed in his April 23, 2003, memorandum that default split disbursement be implemented for civilian travelers.

The default split disbursement process has already been negotiated with most Department of Defense unions. To determine if a particular local union has bargained this provision, individuals should check with their labor relations office.

This requirement also applies to partial/accrual payments for long-term TDY if the travel card is used. For claims sent to the Defense Finance and Accounting Service, effective for travel beginning on or after Sept. 19, 2003, these partial/accrual payments must have a reviewer's signature. Travel claims will be returned, unprocessed, without the reviewer's signature and date.

The Department of Defense travel voucher is a DD Form 1351-2 (Travel Voucher or Subvoucher). Block 1 of the DD Form 1351-2 tells the travel office how to disburse the travel payment, for example check, electronic funds transfer or split disbursement.

For travel vouchers processed by the DFAS, the travel office will disburse the travel payment in accordance with the instructions in block 1 of the DD Form 1351-2. However, if block 1 is empty, DFAS will follow the procedures below to determine how funds will be disbursed.

If block 1 of the DD Form 1351-2 is empty, the travel office will look at the travel order. Travel orders are required to identify if the traveler has a government travel card. If the travel

order states that the traveler is a travel card holder, and block 1 is empty, the travel office will add the lodging, rental car and air fare (if claimed on the DD Form 1351-2) and send the sum to the government travel card company on behalf of the civilian traveler. This is the default split disbursement provision. Any entitlement in excess of what is sent to the travel card company will be sent to the traveler's EFT account.

If block 1 of the DD Form 1351-2 is empty and the travel order states that the traveler is not a travel cardholder, the entire travel payment will be sent to the traveler's EFT account.

If block 1 of the DD Form 1351-2 is empty and the travel order is silent about whether or not the traveler has a travel card, the travel office will make one attempt to contact the traveler. If clarification is not received within 48 hours, the voucher will be returned to the traveler.

For more information on the implementation of the default split disbursement policy, contact your local travel office for details.

### **Useful Links**

Federal Trade Commission-Consumer Information:

<http://www.ftc.gov/ftc/consumer.htm>

Federal Trade Commission-Identity Theft Information:

<http://www.ftc.gov/bcp/online/pubs/credit/idtheft.htm>

Federal Trade Commission-Stop Phone Solicitors:

<http://www.ftc.gov/bcp/online/edcams/donotcall/index.html>

FEMA-Disaster Preparedness:

<http://www.fema.gov/library/prepandprev.shtm>

Red Cross Helpful Publications Web Site:

<http://www.redcross.org/pubs>

Department of Homeland Security:

<http://www.dhs.gov/dhspublic/>

## Security Awareness Training

For compliance with the Computer Security Act of 1974 and the Office of Management and Budget Circular A-130, DFAS has initiated an effort for all Defense Civilian Payroll System account users to complete our Security Awareness computer-based training course. Beginning Nov. 1, 2003, all new users will be required to complete DFAS' courseware before a new account will be issued. In addition, it is DFAS' goal for all existing DCPS users to have completed the training by Dec. 31, 2003.

The course takes approximately 20 minutes to complete, does not require a test and provides general security material and security information specific to DFAS' DCPS application. We are pleased to announce that as of Sept. 30, 2003, 5,063 users have completed the Security Awareness CBT.

For those who need to complete the course, please visit DFAS' customer service representative Web site, <https://dfas4dod.dfas.mil/systems/dcps/consolid/dcpsdocs.htm> to download. Be sure to follow the instructions precisely. If you encounter problems with downloading, please contact the customer contact center at (850) 453-4141, ext. 310, or DSN 922-2990, ext. 310.

Thanks for helping us meet our goal!

## DFAS.MIL: Your Source for DFAS Info

DFAS customers can learn more about DFAS at <http://www.dfas.mil>. This site delivers news, information, and resources about the world's largest finance and accounting organization.

## Security Tips!



### Privacy Act Information

All data is sensitive to some degree; exactly how sensitive is unique to each business environment. Within the federal government, personal information is

sensitive to unauthorized disclosure under the Privacy Act of 1974.

All sensitive unclassified information (for example financial, proprietary, privacy and mission sensitive data) shall be protected to prevent unauthorized (intentional or unintentional) disclosure, destruction or modification.

Ultimately, computer security is the user's responsibility. You, the user, must be alert to possible breaches in security and adhere to the security regulations that have been established within your agency.

The security practices listed are not inclusive, but rather designed to remind you and raise your awareness toward securing information resources:

- Information shall be marked to accurately reflect its sensitivity.
- Information shall be protected from unauthorized disclosure.
- If the data or information is sensitive or critical to your operation, lock it up!
- Ensure that users have the required personnel security clearances, authorization and need-to-know, have been indoctrinated, and are familiar with internal security practices before access to the system.
- Sensitive information shall be disposed of by shredding the information or placing it in a locked box until recycled.

Enforce security policies and safeguards on all personnel having access to the system.





## The Key to Controlling Your Pay

myPay system enhancements, which were put into place August 2003, bring new features for DFAS civilian customers:

- civilian employees can now have up to seven allotments to a financial institution.
- direct link to the Federal Flexible Spending Account
- capabilities to turn on/off hard copy W-2
- single sign-on for Department of Energy employees

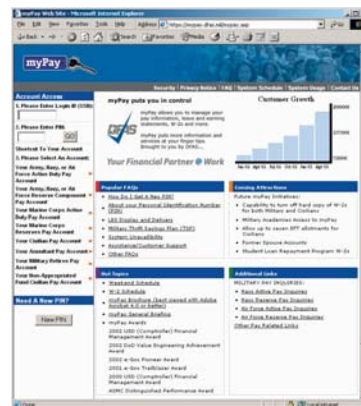
myPay has also upgraded the personal identification number customization pages to be more user friendly.

Existing features include:

- view, print and save leave and earning statements
- view, print and save tax statements
- change federal and state tax withholdings
- update bank account and electronic funds transfer information
- edit address information
- purchase U.S. savings bonds
- view and print travel vouchers

If you have not used myPay for features other than retrieving your leave and earnings statement, consider using myPay to make pay changes. It is simple, easy and available around the clock, except for published maintenance downtime. Easy-to-use menus and clear confirmation messages give users confidence that changes they have requested are made quickly and correctly.

Log on at <https://mypay.dfas.mil> or call toll free 1-877-363-3677.



## EDITOR'S NOTES...

Welcome to this edition of "The Pay Check." This newsletter is designed to pass along news of interest to federal civilian employees paid by DFAS and useful information to our customer service representatives. We hope you find these articles helpful. We will publish this newsletter periodically and are also distributing an eNewsletter version to our CSRs. If you have questions about your pay, please contact your local CSR.

### Please visit us at:

Employees  
<https://mypay.dfas.mil>

Customer Service Representatives  
<https://dfas4dod.dfas.mil/systems/dcps/consolid/dcpsproc.htm>